

**City of Memphis**  
**RFP #SAIC CoM 2013 RG R81621**  
**City of Memphis Enterprise Content Management Solution**  
**Answers to Questions**

	<u>RFQ Section</u>	QUESTION	Response
1.	N/A	May we have a list of the vendors to whom the RFP was sent? As a certified M/WBE, we are seeking to partner/subcontract with a prime.	No RFP's were sent directly to any vendors. RFP was posted to the City of Memphis web-site.
2.	N/A	In a quick review of your RFP we noticed you have EMC in house already are you looking to stay with EMC or are looking for other ECM products such as FileNet?	City is looking for best ECM solution to meet their needs and requirements.
3.		Is it a requirement for your selected vendor to have an office in your area ... local office in the Shelby County area or neighboring counties (Crittenden, DeSoto, Fayette or Tipton), preferably in the City of Memphis.	It is requested, not required.
4.		Is it required to win this business to meet the 20% M/WBE participation?	Yes.
5.		What is the relationship that SAIC has with the city of Memphis.	SAIC provides IT management outsourcing services to the City of Memphis.
6.		Does SAIC have a business relationship with any of the ECM vendors or products on this bid?	SAIC has vendor and supplier relationships with many vendors nationwide.
7.		Will the city accept a Hosted (SaaS) solution?	Yes
8.	2.3	Is it a requirement that the vendors have an office in Shelby or another neighboring county? Will we be considered if our offices are not in Tennessee?	It is requested, not required. Yes you will be considered.
9.	3.7	We are a privately-held company and do not release our financials in documents that will be made public. Can we submit them separately and sealed "confidential" along with our response?	Yes; however, vendors are subject to the terms and conditions of the Tennessee Open Records Act.
10.	2.2.2	Can you elaborate on what constitutes a "single record"? if we apply the same retention policy to a group of content (audio, web pages, docs) does that satisfy the requirement? Or are you referring to the creation of a compound document?	Compound document. There may be audio or word documents which may have different retention periods
11.	2.1.1	How many users are using AX Image Capture	380

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12.	2.1.1	Please explain how DiskXtender is being used; is DX controlling a jukebox, is it performing move and/or purges?	Performing data moves.
13.	2.2.2	<i>Searching for Content:</i> Is searching by file type extension a hard requirement? Are you currently able to search by file extension in AX?	Not currently searching by file extension.
14.	2.2.3	<i>Interfacing/Integration with City IS Applications:</i> Will Vendor be responsible for building the integration between eTims and CAD?	Yes
15.	2.2.3	<i>Mobility:</i> Will these mobile devices be a specific make/model tablet and will they be on the same network as the ECM Servers? Does the solution have to support "BYOD"?	No specific make and model, yes, and no
16.	3.3.1	What are the downtime/maintenance windows for performing data migrations?	City and SAIC will work with selected vendor to determine.
17.	3.3.1	Is this cost/rate proposal based on internal scanning, or if the Vendor were to perform scanning?  If Vendor performs scanning, how many document indexes would have to be keyed? Will the documents be free of all metal, tape, etc?	Vendor to preform the scanning.  Unknown number of indexes  Not always
18.	Exhibit 6	Are the current Canon scanners under maintenance? Is the City interested in purchasing maintenance thru the ECM provider?	No and Yes
19.	ALL	Can you describe some of the pain points with the current AX environment? Is it acceptable to bid additional licenses and functionality of AX?	Installs are problematic. Inconsistency of user setup. Not using all functions. Yes its acceptable as an alternative solution.
20.	ALL	Are there any plans to upgrade to AX 6.5 Service Pack 2?	Not currently.
21.	ALL	What percentage of the ECM user base will participate in workflow?	100%
22.	ALL	What percentage of the ECM user base will only need to View & Print documents? [include any public access in this figure]	60%
23.	ALL	What percentage of the ECM user base needs advanced import/capture methods? [include current QuickScan Pro users in this figure]	40%

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24.	2.1.2	In 2.1.2 it is noted that EMC Centera storage devices are being utilized today. Is this a storage platform the City anticipates continuing to utilize for the new solution or will new storage be procured for the selected solution? If so, does the City have a preference on the storage platform?	We would like to utilize this platform until a new storage platform is procured in the future.
25.	3.3.4	Can the City please provide taxonomy of the current ECM solution to assist in providing an accurate quote for migrating that solution?	City network, division, dept. user.
26.	3.3.4	Does the City currently have Records Management Policies in place for the data currently stored in the current ECM solution? If so, could the City provide those policies to assist in estimating the conversion of those policies to the new solution?	No.
27.	3.3.4	Are there currently any Workflow processed configured in the current ECM solution that should be included as part of the proposal to migrate to the new solution? If so, could the City please provide a detailed description of the processes that should be included in the proposal?	No.
28.	3.4, 3.7	We are a privately held company and, therefore, our Annual Report is considered proprietary information. In addition, to maintain the privacy and time demands of our customers, we have also instituted strict controls regarding dissemination of our end user contact information. Would SAIC be willing to enter in to a Non-Disclosure Agreement, so that we may provide our annual report and customer reference contact information in with our RFP response?	No, vendors are subject to the terms and conditions of the Tennessee Open Records Act.

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29.	4.5	<p>Proposal Submissions states:  <i>“Vendor shall submit (A) 1 original and 10 complete printed copies of its Proposal (including the signed Cover Letters); and (B) 2 CDs or flash drives containing soft copies of its entire Proposal (including PDFs of the Signed Cover Letters) on or before January 17, 2014 at 2:00 pm CT, to the addressee provided below:</i></p> <p style="text-align: center;"><b>SAIC</b>  <i>Attn: Renna’ B. Green, Sr.  Subcontracts Administrator, SAIC  Procurement  c/o City of Memphis  5125 ore Road, Suite 6  5126 Memphis, TN, 38134</i></p> <p>However, the cover page of the RFP states  <i>“E-Mail Inquiries and Responses Accepted At: <a href="mailto:City_of_Memphis_Bids@saic.com">City_of_Memphis_Bids@saic.com</a>.”</i> Is SAIC willing to accept our RFP response via email, rather than in hard copy format?</p>	<p>Proposals should be submitted as listed in 4.5 – 10 completed hardcopies and 2 CD’s or flashdrives.</p>

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30.	3.3	<p>Section 3. Proposal Response covers a list of the sections and topics that shall be included in our RFP response. 3.3 Response to Requirements includes four sections (3.3.1-3.3.4) with questions that the vendor must answer. However, we notice other requirements in the following sections that are not mentioned in the proposal format:</p> <ul style="list-style-type: none"> <li>• 2.2.2 Functional Requirements</li> <li>• 2.2.3 Technical Requirements</li> <li>• 2.2.4 Implementation Requirements</li> <li>• 2.2.5 Support Requirements</li> <li>• 2.3 Business Operation, Account Manager, Location and Compliance Requirements</li> <li>• 2.4 Qualified Service Requirements</li> <li>• 2.5 Relevant Local and Corporate Experience</li> </ul> <p>Because these sections are not listed in the proposal format, does SAIC not require a response for the questions included in these sections and should the vendors assume that they have been covered elsewhere? If SAIC does require a response, please verify where in the proposal format we should include them.</p>	Responses are required for all sections under Proposal Response.
31.	2.1	What is the user concurrency required for internal 250,500 and 1000 user licenses. If we will like to propose in terms of concurrent licenses, can we assume 1:5 concurrencies?	Pricing should be provided for all licensing levels. No. Determination will be made at a later time.
32.	2.1	What peak concurrency for public access do you envisage? This is required since the 250, 500, 1000 user license that is asked for, is anticipated for internal users only. If public is given access through website/portal then additional license will be required by the City in addition to internal user licenses.	We need public use licenses to be quoted.  Would you please quote the public use quantities at 250, 500 and 1000 concurrent user quantities
33.	2.1	How many licenses would you be requiring in new solution including concurrent users who will be considered towards product costing estimation?	See responses to questions 31 and 32

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34.	2.1	Please clarify if there will be external users who will be using the ECMS System. Request you to provide the clarity about the number of internal & external users & the concurrency level that will be accessing the ECMS System.	Please refer to responses for questions, 31, 32, and 33.
35.	2.1	Please give some clarification regarding the migration activity i.e. data type and volume (other than images) that needs to be migrated from the existing solution to proposed solution?	6TB tif and images.
36.	2.1	Is City still considering migrating to the next version of Application Extender? Or has the City decided to bring in a new ECM solution only?	No decision has been made.
37.	2.1	What is main drive behind migration from Application Xtender system?	End of life.
38.	2.1	What is the current annual support cost being paid for Application Extender? Is there any upper limit to the support cost which will be provided by the City?	No and No.
39.	2.2	What component(s) of existing system primarily remains as-it-is in the new system?	Scanners.
40.	2.2.2	Can we suppose that 21 scanning solutions will be required to be proposed to support existing 21 scanners?	Yes.
41.	2.2.2	What document types need to be scanned?	All types, contracts, hr records, legal files, maps, etc..
42.	2.2.2	Is the Customer expecting the vendor to perform the scanning for day-forward operations as well or will it be performed by the Customer alone? What is the volume of documents and pages to be scanned for day-forward operations?	Customer and ingestion completed. Unknown at this time.
43.	2.2.2	Does the project only include day-forward operations or is backfile scanning part of the project. If backfile scanning is in scope, what is the volume of documents to be scanned?	Backfile scanning and estimated number of pages has been provided in the RFP
44.	2.2.2	What are the criteria for detecting a duplicate document? Is it during the scan time or post-scan?	Both if possible
45.	2.2.2	What are the various sizes of scanned documents processed in the system? Is it possible to specify the maximum and minimum sizes of scanned documents processed?	All sizes unknown. There are no minimum or maximum dimensions for documents.

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46.	2.2.2	How many business processes would be there in a system? Please provide the clarity about the number of workflow to be automated & number of steps involved in the workflow?	Number of business processes will be determined during the Discovery Planning phase.
47.	2.2.2	Based on the given Documentation Retention Schedule, is it possible to specify the volume of retention and rate of growth to plan for the storage?	No
48.	2.2.2	What is the volume of redacting and OCR zone marking required in all of the documents?	Unknown
49.	2.2.2	How many users need to be trained? Is train the trainer model acceptable to Customer?	City will review a complete training of all users with annual option for new users and a train the trainer for user in between the annuals.
50.	2.2.2	Is there a requirement for a wizard based reporting tool – for dashboard based reports for process monitoring?	Yes.
51.	2.2	Is an out-of-box java based product suite acceptable to meet your needs of RFP for the capture, storage, retrieval, control, sharing, tracking and preservation for digitized content including documents (paper or electric format), and audio and video content.	The purpose of the RFP is to receive any and all ECM solutions.
52.	2.2	Does the City already have the proposed Hardware servers' including storage server or the vendor is supposed to provide Hardware recommendations? Also is vendor supposed to estimate hardware costs in RFP response?	No, recommendations should be included with proposal.
53.	2.2	What is the typical size of documents minimum and maximum dimensions? Particularly for large images such as CAD drawings and maps.	Refer to question 45.
54.	2.2	Do you have a preferred approach for interfacing/integration with existing system management tools and IS applications?	No
55.	2.2	In the new solution, would you require separate software installations by Division, Department and Service Center or Centralized installation will do?	Centralized
56.	2.2	Would you do not want to retain existing scanning hardware for any reason with new solution?	If possible.

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57.	2.2	Would you do not want to retain City's existing servers, hardware and equipment when the new solution is put in place to meet the city's existing and future demands?	No.
58.	2.5	Can the vendor quote outside US references?	No
59.	4.3	Is there an expected project completion timeline, e.g. before 6 months?	No
60.	--	Has the City gone through demos of other vendors, before coming out with an RFP? If yes, kindly provide the names of the other vendors/products being considered?	No
61.	--	What is the SLA expected out of the production system? Will the City like to go for high availability, fail-over option using Load Balancer and clustering?	Between 95-99% depending upon existing SLAs.  The City is open to all options, please present those and the associated costs.
62.	--	Can the vendor provide offsite support in the hours required by the City?	Possibly
63.	--	Is it possible to carry out part of the project software development work outside US?	No
64.	--	What is the project budget roughly?	Unknown
65.	4.4	Would the City consider granting and extension on the Proposal submission deadline	How much time?
66.	4.5	In alignment with our green practices and initiatives of reducing carbon footprint, would the City consider the required number of printed copies to be reduced?	Not a requirement
67.	2.1	How many users are concurrent ?	200
68.	2.1	Who implemented the current solution?	ISSI
69.	2.1	Why are the current systems being replaced? (2.1), what limitations are they presenting that are forcing the City for an alternative solution?	End product support and product life cycle.  No support.
70.	2.1	What IDM (Identity Management) system is being used, if any?	AD
71.	2.1.2	Is the intention to have the proposed/future solution virtualized as well?	Yes, if possible.
72.	2.1.2	Does high availability need to be designed into the solution? Will a DR instance be procured and configured?	HA yes, DR undetermined.
73.	2.1.2	What hardware would the new solution be leveraging? New or existing? If existing, can details be provided?	New.

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74.	2.2.2	Can details on metadata/index information be provided such as number of approx number of field by document type, etc?	Seven.
75.	2.2.2	Can further details on workflows be provided such as number of steps, etc?	Refer to #46.
76.		Can we understand the total budget for the project?	Unknown at this time.
77.	2.1	<p>Why is EMC solution being decommissioned?</p> <ul style="list-style-type: none"> <li>- End of product support</li> <li>- End of product life cycle</li> <li>- Saturated. Unable to add/update any additional features</li> <li>- Out of compliance</li> </ul>	End of product support.
78.	2.1.2	<p>What hardware components if any will be decommissioned from the current environment</p> <ul style="list-style-type: none"> <li>- DELL Servers hosting Application</li> <li>- Database Server hosting SQL Server</li> <li>- EMC Storage device hosting images</li> </ul>	All.
79.	2.1.2, 2.1.3	<p>Which of the following regarding hardware would the city prefer?</p> <ul style="list-style-type: none"> <li>- Procurement of new hardware</li> <li>- Usage of current hardware (If it meets the sizing recommendations)</li> </ul>	New.
80.	2.1.2	Is the vendor expected to provide hardware setup cost? (OS, file system and network installations)?	Recommendations should be included with proposal.

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81.	2.2.1	How many users by division will be accessing the ECM solution?	All divisions
82.	2.2.1	What is the expected number of concurrent users for peak times during the day?	200.
83.	2.2.1	Is your scanning/imaging department centralized or does each agency scan/image their own documents? - If by division, would that be a total of 14 locations? - How many users currently scan/image at each location?	Scanning done by agency/division.
84.	2.2.1	For users accessing the ECM solution, what would the average session time be per user? - Short (task specific) - Medium (tasks and browsing) - Long (majority of business is done through this interface)	unknown
85.	2.2.1	How many different types of documents will the solution be servicing by division (e.g. contract, PO, Invoice, etc..)? - Are the majority of the documents letter/legal size (percentage estimate would be fine) - What are the other various sizes? Does the city have the proper scanners to support such imaging? Volume to total? - Are the divisions currently leveraging meta data to catalog documents? Is this done through bar code or character extraction?	Document types are unknown at this time.  Yes majority letter/legal size.  Scanner support will be determined during the Discovery Planning phase.  No, meta data is not being used currently.
86.	2.2.2	How many approval workflows do you currently have? On average how many approval steps does each workflow goes through?	Unknown workflows are not currently integrated with EMC.

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87.	2.2.2	<p>Can you please provide more details on the following requirement:            Ability for City Division users to create, store, and index content based on City's Organizational Structure and to be able to add, delete, or change index based on organizational changes.</p> <ul style="list-style-type: none"> <li>- Does this mean change folder structures?</li> <li>- Reconfigure metadata extraction layer - configuration?</li> <li>- Change security settings?</li> </ul>	Yes to all.
88.	2.2.2	<p>Please provide more detail on the following requirement: Ability for City Division users to add or delete user access based on City's Organizational structure.</p> <ul style="list-style-type: none"> <li>- Access to ECM only?</li> <li>- Ability to Change roles? Change the permissions that specific roles have?</li> <li>- Change access to pages? To content folders? To individual content items?</li> </ul>	Yes to all (super users only)
89.	2.2.2	<p>Please provide more detail on the following requirement: Solution must provide the ability to join multiple types of content (e.g. web pages, documents, audio, video files) into a single record.</p> <ul style="list-style-type: none"> <li>- Provide a specific use case – merging documents is different than associating multiple content items to one record.</li> </ul>	For example, City Council agendas, minutes and audio/video records
90.	2.2.3	Do you want vendor to perform application installation?	Yes, on servers and work with desktop engineering for desktop pkg for remote install.
91.	2.2.3	How many environments will you need for this initiative?	One.

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92.	2.2.3	Would you provide an instance of an Oracle DB for the storage of the application schema? (This includes DEV, TEST and PROD Environments)	Yes,
93.	2.2.3	Would a document of exposed API, System Architecture and sample examples of integration with the new solution be sufficient to satisfy the "Integration Requirements"?	Unknown
94.	3.3.3	Will city provide staffing of 10/10 BI resources to provide integration expertise from City's side?	Yes
95.	2.2.3	What is the current version of Oracle EBS? If not R12, Do you have a plan when it will be upgraded to R12?	R12.
96.	3.3.1	How many city employees are currently utilized for scanning the documents?  When they scan the document, do they add any additional data (METADATA) into the computer?	Depends upon the department. Unknown at this time. We are requesting pricing for various logins/personnel needing access.  Additional data may need to be added depending upon the document and solution.
97.	2.2.3	Is "Application Manager" an Oracle's product?	No, Application Manager is a Manage Engine product.
98.	2.2.3	What modules of E-Business Suite are being utilized by the City of Memphis?	Finance, HR, Purchasing and CRM.

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99.	2.2.3	<p>There are several requirements regarding security within the section. Can you please expand on the following:</p> <ul style="list-style-type: none"> <li>- Is the concern for PII/HIPPA at a document level? If yes, is this currently managed through redaction or data masking if the information is stored in metadata within the database?</li> <li>- There is security within the solution to support user level, content, and folder access via privileges and roles. Is there a need, since it appears there is, for enterprise level security at a divisional level with access to the solution?</li> </ul>	<p>Yes at the document level</p> <p>Yes there is a need</p>
100.	2.2.3	<p>Reporting Requirements: Per your monitoring solutions BMC, NIMSOFTE, etc. Are you currently leveraging Oracle Enterprise Manager within your current Oracle solution set for monitoring reporting? What are your current extraction/integration capabilities for your current reporting tools to existing enterprise solutions? Agents? Web Services? Batch? Other?</p>	No.
101.	2.2.3	<p>Would the selected vendor be required to develop and deploy a MOBILE APP?</p>	The City expects mobile device accessibility to part of the solution
102.	2.2.3	<p>“Solution shall support real-time version control of content ingested into the ECM environment.” Is this in reference to the new Content Management Solution</p>	Yes
103.	4.3.4	<p>Does the city of tentative completion date for this solution?</p>	No
104.	2.2.2	<p>Other than scanning, what other forms of input are used to ingest images into the current system?</p>	Import.

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105.	2.1.3	Which departments currently use Records Management?	Finance Division
106.	2.1	Which departments use the current system strictly for storage and retrieval and which departments currently use an electronic workflow to route images throughout their organization for processing?	All currently departments use EMC for storage and retrieval.  Workflow – Refer to #86.
107.	2.1	Is the city currently using an existing imaging system? What is it and is it integrated with AP?	Yes. Application Extender. Yes.
108.		What is the Oracle EBS version that would integrate with content system?	R12.
109.		Is there any Single Sign-On requirements for integrating EBS with Content Management?	No.
110.		What types of workflows does the City of Memphis have currently?	Refer to #86.
111.		Per section 3.3.1.8, are we to assume that City is looking for the SI to provide scanning services. If yes will the SI be disqualified if scanning quote is not provided in response?	Yes  Yes, if the RFP response does not include all required components.
112.		Is there any data extraction (OCR functionality) needed? If yes, what types of documents? Can we get some samples?	Yes. All documents. Samples provided during Discovery Planning phase.
113.		How many environments and how many of those are expected to be clustered multi-node?	One.

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114.		What resources are expected to be provided by the City of Memphis to support the engagement?	Unknown